

Community Mental Health Team Services

Vancouver Coastal Health's Community Mental Health Teams offer a wide range of specialized services for your family members while they are with the team. Teams consist of a variety of types of mental health professionals who provide services through the bio-psycho-social-spiritual model.

The bio-psycho-social-spiritual model assumes that mental health and substance use problems are influenced by multiple areas of human experience, and have biological (medical), psychological (mental) and social/spiritual impacts.

Who you can talk to if you have questions?

For any questions or concerns you have about mental health and substance use services you can contact your family member's Case Manager. You can also contact the Family Support and Involvement Coordinator, Isabella Mori, at isabella.mori@vch.ca or 604-314-9032.

Case Manager name & Phone number

Resources and Support

VCH's **Family Support & Involvement Team** can help you navigate services, and access support and information to help you in your role as a caregiver while your loved one is connected to a Mental Health and Substance Use Team.

Want More Information?

Click on the family tab at <http://www.spotlightonmentalhealth.com/>

There you can find the *Family Connections Newsletter* or join the family e-list to get information about upcoming support and education events.

The family tab also links to the VCH Family Involvement with Mental Health And Substance Use policy

Want more Support?

Family Connections Support Group
1st Thurs & 3rd Mon of each month, 6-8pm
For information call 604-314-9032 or email familyconnections@vch.ca

Community Mental Health and Substance Use Teams



Information for Families

*If you need additional information or support during referral, treatment or transition contact the
Coordinator of Family Support & Involvement @ 604-314-9032*

Navigating Community Mental Health and Substance Use Team Services

Referral...

Overview:

People can be referred to VCH Mental Health and Substance Use services by anyone—self, family members, GPs, hospitals, etc.

Referrals are initiated by contacting the Access and Assessment Centre (AAC) at 604-675-3700. The AAC will assess and determine the most appropriate service to follow up.

Some people will be referred to a community mental health team (MHT) for regular follow-up. This is determined in part by the impact the illness is having on the individual's ability to function. Referrals to MHTs are usually done by the AAC or the hospital.

The MHT will contact clients assigned to them within two days.

How you can be involved:

- ◆ Provide information to the person making the referral about the concerns you have in regards to your family member's mental health. Try to be as specific as possible. Share background information about their mental illness, medication, and recovery as applicable.

- ◆ Be clear how you are involved in your family member's care. For example: Do they live with you? Do you transport them to their appointments, Do you attend their medical appointments with them? Do you support them financially? Do you assist them with their medications?

Treatment...

Overview:

All Mental Health/Mental Health & Substance Use teams include:

- ◆ A **Case Manager**, the main point of contact and support with the team.
- ◆ A **Psychiatrist** who supports clients' recovery through medication management and assessment.
- ◆ An **Individual Placement and Support (IPS) worker** who supports clients to engage in paid employment.
- ◆ A **Recreational Therapist (RT)** who supports clients to engage in activities and groups both at the team and in the community.
- ◆ An **Occupational Therapist (OT)** who supports clients in developing life skills such as planning, and connection with volunteer opportunities. They can also perform functional assessments.

Many teams also include

- ◆ A **Peer Support Worker** who is well along the way in their recovery. PSWs can share experiences, messages of hope and assist in making practical steps towards recovery.
- ◆ **Substance Use Specialists** such as counsellors, nurses and physicians

How you can be involved:

- ◆ Provide background information to the team about your family member's history with mental illness, medications, and recovery
- ◆ Connect with the Case Manager to contribute ideas, ask questions and provide support
- ◆ Participate in family meetings
- ◆ Support your family member with activities related to their wellness plan.

Transition...

Overview:

Team clients are not discharged before they and/or their treatment team determine that they are ready.

Based on how your family member is doing in their recovery, the team will recommend certain supports and/or types of community services and will help access those resources for their transition. Clients can return to the team if necessary. They will not have to go through the whole referral process again if they return within 12 months.

How you can be involved:

- ◆ Attend transition planning meetings; ask about what housing and/or community supports your family member is being referred to and why the team is recommending these supports
- ◆ Ask for more information about services your family member is being referred to (brochures, web links, etc...)
- ◆ Talk to the treatment team about the types of supports and housing that have worked for your family member in the past, as well as those that haven't worked as well.
- ◆ Support your loved one to visit potential supports and/or housing options as they are offered and ask to meet any new community care providers